AIRPORT ROUNDTABLE

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The Fairmont Hotel Vancouver
Vancouver, BC

Network: ACI-NA
Password: airports

#airports

www.aci-na.org

✈ **Your Contact Information**

Royce Holden

Title: Director of Information Technology

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In regards to Information Technology at your Airport

✈ What are the three **biggest challenges/issues** your airport is currently facing?

1) PCI-DSS 3.0 – Over 500 new questions, depending upon your SAQ Validation Type

2) In-House Service Tech has to learn ACS/CCTV System – Taking steps to update and secure servers and services using layered security (patching, AV → Firewall and 3rd Party remote access)

3) BYOA – "Bring your own Anything" – layered security + ease of use review

In regards to Information Technology at your Airport

✈ What are three **upcoming projects** at your airport?

1) Hardware and Software refresh on Shared Use Passenger Processing System

2) Financial Software System Replacement – From new Strategic Vision to Workflow

3) Backup and Restore: Tackling physically separate networks with one solution

✈ Please share any upcoming IT related RFPs or RFQs:

  ✈ Financial Software System
  ✈ Disaster Recovery – Backup and Restore of systems

Vanessa Hickman, C.M.

Vice President & CIO

vanessa_hickman@nashintl.com

In regards to Information Technology at your Airport

✈   What are the two **biggest challenges/issues** your airport is currently facing?

1) Preparing for new airport agreement

2) Keeping pace with rate of change required to support business strategy

In regards to Information Technology at your Airport

✈ What are the three **upcoming projects** at your airport?

1) ERP – Optimization & Phase 2 deployment

2) Airport Command Center Upgrade

3) Business Intelligence

✈ Please share any upcoming IT related RFPs or RFQs:

- ✈ Service Desk Staffing
- ✈ Network Monitoring Support

✈ **Your Contact Information**

Name: Francis Anglin

Title: Chief Information Officer

Email Address: FAnglin@massport.com

In regards to Information Technology at your Airport

✈ What are the three **biggest challenges/issues** your airport is currently facing?

1) Disaster Recovery
   A. Protecting data and systems in the event of natural and man-made disasters
   B. Optimizing emergency cutover and recovery procedures

2) Cyber Security
   A. Protecting data and systems against constantly evolving threats
   B. SCADA, PCI, mobile payments, mobile emergency response, etc.

3) Optimize the Passenger Experience
   A. Provide reliable and timely flight, parking and HOV information to passengers
   B. Merge mobile and desktop web sites into a single responsive web site
   C. Make airport more welcoming via Customs kiosks, digital signage, physical signage and audio

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In regards to Information Technology at your Airport

✈ What are three **upcoming projects** at your airport?

1) **E-Badging**
   A. Reduction of insider threat
   B. SAFE Identity Management
   C. Paperless process
   D. More stringent vetting procedures

2) **Responsive Web Site**
   A. Single web site which optimizes interface for any device – desktop, tablet, phone, etc.
   B. Tighter integration between web site, digital signage and social media

3) **Joint Operations Center and Airport Wi-Fi**
   A. Single physical location in which operational and emergency response units are located
   B. Interface that that integrates operational and emergency response systems
   C. Ability to establish a Common Operational Picture for all participating personnel
   D. Secure robust airside, landside and terminal wi-fi to ensure emergency response personnel have the tools they need and can communicate timely and critical incident information to the JOC

✈ Please share any upcoming IT related RFPs or RFQs:

1) **Web Site Redesign**

2) **Disaster Recovery Implementation**

Greenville-Spartanburg Airport District (GSP)

✈ **Your Contact Information**

Name: Dan Ingram
Title: Information Technology Manager
Email Address: dingram@gspairport.com

In regards to Information Technology at your Airport

✈ What are the three **biggest challenges/issues** your airport is currently facing?

1)   Vendor management and responsiveness

2)   Fast growth strains existing resources

3)   Construction further drains resources

Greenville-Spartanburg Airport District (GSP)

In regards to Information Technology at your Airport

✈ What are three **upcoming projects** at your airport?

1) Storage (SAN) and ESXi host lifecycle replacement (FY15/16)

2) Voice recording upgrade (radios, select VoIP phones, crash phone, CAD)

3) Firewall/IPS/web filter replacement

✈ Please share any upcoming IT related RFPs or RFQs:

✈ All of the above will be bid.

✈ **Your Contact Information**

Name: Steven Schultz

Title: Director Information Technology

Email Address: steven.schultz@flyjacksonville.com

In regards to Information Technology at your Airport

✈ What are the three **biggest challenges/issues** your airport is currently facing?

1) Legacy equipment

2)

3)

In regards to Information Technology at your Airport

✈   What are three **upcoming projects** at your airport?

1) Data Center(s) (on-going)

2) PARCS

3) Security Systems (Access Control / CCTV)

✈   Please share any upcoming IT related RFPs or RFQs:

McCarran International Airport

✈ **Your Contact Information**

Name: Samuel Ingalls

Title: Assistant Director of Aviation, Information Systems

Email Address: sami@mccarran.com

In regards to Information Technology at your Airport

✈ What are the three **biggest challenges/issues** your airport is currently facing?

1) Building new terminal technology back into older terminals

2) Mobile application: Functionality, etc.

3) Document management

McCarran International Airport

In regards to Information Technology at your Airport

✈   What are three **upcoming projects** at your airport?

1) Terminal one remodel (parts underway, others under design)

2) Continued focus on passenger/baggage processing (RFID is heating up!)

3) Finalization of ramp support for WiFi (all remaining areas)

✈   Please share any upcoming IT related RFPs or RFQs:

✈ **Your Contact Information**

Name: **Micaela LeBlanc, Division Director-Business Applications & Support**

Melodie Johnson, Division Director – Airport Technology Systems

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In regards to Information Technology at your Airport

✈ What are the three **biggest challenges/issues** your airport is currently facing?

1) **IT Contracting**

2) **Establishing an Integrated System Strategy that will facilitate continuous improvement of the airport customer experience**

3) **Acquiring, developing, and maintaining the skillsets and resources needed to manage the airport IT enterprise**

In regards to Information Technology at your Airport

✈ What are three **upcoming projects** at your airport?

1) Airport Computer Aided Dispatch System Replacement

2) Perimeter Intrusion Detection System Implementation

3) Access Control and Alarm Monitoring System (ACAMS) Replacement

✈ Please share any upcoming IT related RFPs or RFQs:

1. **Computer Aided Dispatch (CAD) RFI -- next 60 days**
2. **Master Software purchase contract -- RFP – next 90 days**
3. **Master IT Professional Services Contract (Software/Systems Development & Maintenance Services) – RFP - next 90 days**
4. **Maintenance support contract for LAWA New Credentialing System –RFP**
5. **IT Helpdesk Solution (hosted or on-premise) – RFP – next 90 days**

✈ **Your Contact Information**

Name: Terry LaFever & Sean Crosby

Title: Supervisor – Information Systems

   Information Systems Tech I.

Email Address: jlafever@clintonairport.com; scrosby@clintonairport.com

In regards to Information Technology at your Airport

✈ What are the three **biggest challenges/issues** your airport is currently facing?

1) New Parking Revenue Control System - install to be completed before mid-July (not started yet).

2) WiFi Quality and Speed

3) Implementation of a Work Order/Inventory/Fixed Asset System integrated with MS AX Dynamics

BILL AND HILLARY
CLINTON NATIONAL AIRPORT
LITTLE ROCK

ACI
NORTH AMERICA
AIRPORTS COUNCIL
INTERNATIONAL

In regards to Information Technology at your Airport

✈   What are three **upcoming projects** at your airport?

1) New Parking Revenue Control System

2) Upgrade of Wi-Fi for Staff and Public

3) Implement a Work Order/Inventory/Fixed Asset System. To be integrated with MS AX Dynamics

✈   Please share any upcoming IT related RFPs or RFQs:

✈ **Your Contact Information**

Name: Mike Maxwell

Title: CIO

Email Address: mike.maxwell@mspmac.org

In regards to Information Technology at your Airport

✈   What are the three **biggest challenges/issues** your airport is currently facing?

1) Developing an Enterprise Data Integration Strategy, which includes an integration platform that ties in all airport systems into one ecosystem

2) Establishing the necessary resources to not only meet the demands on IT but to get out ahead of the business

3) Developing appropriate and efficient solutions for IT processes and governance - areas such as ITSM, PCI, Security, Procurement, PMO.

Minneapolis / St Paul International (MSP)

<u>In regards to Information Technology at your Airport</u>

✈ What are three **upcoming projects** at your airport?

1) Building an Airport Integration Platform / Messaging Hub – which will support a real time POS transaction data interface with concessionaires.

2) Extension of (and potential replacement of) current Cellular DAS

3) Continuing work on DR / Business Continuity

✈ Please share any upcoming IT related RFPs or RFQs:

  ✈ Just wrapping up an RFP process for a queue management / wait time solution.

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Oakland International Airport

✈ **Your Contact Information**

Name: Kyle Mobley

Title: Aviation IT Manager

Email Address: kmobley@portoakland.com

In regards to Information Technology at your Airport

✈ What are the three **biggest challenges/issues** your airport is currently facing?

1) Relocation of MPOE and other Infrastructure for our Terminal 1 Renovation, without disrupting operations

2) MDF Redundancy Project, Additional VMWare Cluster, SAN, FM200 Fire Protection

3) Complete Security network infrastructure upgrades to support new Milestone Video Management System

Oakland International Airport

In regards to Information Technology at your Airport

✈ What are three **upcoming projects** at your airport?

1) Automatic Passport Control Kiosks (Proposals under review)

2) Install of 80 new ticket counter displays to replace Back wall and light bright displays

3) Installation of 12 new Common Use Self Serve Kiosks in Terminal 1

✈ Please share any upcoming IT related RFPs or RFQs:
✈ New paging system for Terminal 2
✈ Terminal 1 IP phone system and PBX Demo

✈ **Your Contact Information**

Name: Linda Dyson

Title: Senior Manager, Technology Infrastructure / Operations

Email Address: linda.dyson@portofportland.com

Phone: (503) 415-6442

In regards to Information Technology at your Airport

✈   What are the three **biggest challenges/issues** your airport is currently facing?

1) Terminal Balancing – 210' extension at end of existing Concourse E to accommodate growth for Alaska Airlines and balance passenger services including baggage system; relocation and build out of new check-in and operational spaces for Alaska and United; transition to be facilitated through common use system

2) Coordination of major construction projects over the next several years to minimize disruption, e.g. Access Control including Exit Lanes relocation, Automated Vehicle Identification, Shared Quick Turnaround Facility, Terminal Carpet, Concessions redevelopment (including new food carts), and much, much more…

3) IT active engagement in major capital construction and planning efforts – Terminal Core, FIS, planning / scheduling implementation of PDX Technology Master Plan

In regards to Information Technology at your Airport

✈ What are three **upcoming projects** at your airport?

1) Implementation of Automated Passport Control (APC) kiosks to facilitate increased international service

2) Common Use Quick Turnaround Facility (QTA) for rental cars

3) Terminal Balancing – new infrastructure / systems for Concourse E extension; planning to effectively facilitate the (overnight) relocation; potential consideration for way-finding to ensure customer service

✈ Please share any upcoming IT related RFPs or RFQs:
  ➢ Distributed Antenna System (radio & cellular)
  ➢ Purchase of 400 display monitors (FIDS, GIDS, BIDS, etc.)
  ➢ QTA systems (above)
  ➢ Other potential outcomes from PDX Technology Master Plan
  ➢ Possible development of Mobile app

✈ **Your Contact Information**

Name: Mike Youngs

Title: Deputy Chief Information Officer

Email Address: mike.youngs@phoenix.gov

In regards to Information Technology at your Airport

✈ What are the three **biggest challenges/issues** your airport is currently facing?

1) Lack of capital funding for technology initiatives

2) Recruiting and retaining qualified technical staff

3) Impact of citywide IT shared services initiative on the Airport

<u>In regards to Information Technology at your Airport</u>

✈ What are three **upcoming projects** at your airport?

1) Paging System Upgrades

2) Terminal 3 modernization

3) Command Center Technology Refresh

✈ Please share any upcoming IT related RFPs or RFQs:

✈ Computer Aided Dispatch / Event Management System

✈ **Your Contact Information**

Name: Paul Hetzel

Title: Information Services Director

Email Address: paul.hetzel@rdu.com

In regards to Information Technology at your Airport

✈ What are the three **biggest challenges/issues** your airport is currently facing?

1) Transforming from a technology driven focus to a business focus

2) Integrating disparate components into a cohesive system LONG TERM (multiple best of breed systems that don't necessarily integrate with others particularly well)

3) Taking our existing ERP solution and making it "world class"

In regards to Information Technology at your Airport

✈ What are three **upcoming projects** at your airport?

1) ERP Systems Integration

2) Disaster Recovery / Business Continuity

3) Records Mangement

✈ Please share any upcoming IT related RFPs or RFQs:

San Diego International Airport

✈ **Your Contact Information**

Name: Rick Belliotti

Title: Director, Information Technology

Email Address: rbelliot@san.org

In regards to Information Technology at your Airport

✈ What are the two **biggest challenges/issues** your airport is currently facing?

1) Obtaining Capital Budget for IT projects.

2) Identifying ancillary revenue opportunities using Information Technology.

In regards to Information Technology at your Airport

✈   What are three **upcoming projects** at your airport?

1) IT Master Plan

2) Passenger Paging

3) IT Cyber Security

✈   Please share any upcoming IT related RFPs or RFQs:

1) Flight Data Feed

2) Microsoft premier support & 0365 Licenses

3) Interactive Passenger Directories

✈ **Your Contact Information**

Name: Brian Legacy

Title: Sr. Project Manager

Email Address: brian.legacy@sanantonio.gov

In regards to Information Technology at your Airport

✈ What are the three **biggest challenges/issues** your airport is currently facing?

1) Airport vs tenant infrastructure delineation (shared vs dedicated)

2) Systems integration

3) System head-end piecemeal add-ons vs modernization

In regards to Information Technology at your Airport

✈   What are three **upcoming projects** at your airport?

1) ConRAC construction

2) Airport Integrated Control Center

3) TSA OTA camera installation and related infrastructure

✈   Please share any upcoming IT related RFPs or RFQs:

1.   Property Management Information System (PMIS) – release 4/6/15
2.   Computer Maintenance Management System (CMMS) – release 4/20/15
3.   Identity Management System – release Summer 2015-ish

✈ **Your Contact Information**

Name: Dave Wilson

Title: Chief Aviation Technologist

Email Address: wilson.d@portseattle.org

<u>**In regards to Information Technology at your Airport**</u>

✈ What are the three **biggest challenges/issues** your airport is currently facing?

1) NorthSTAR project – complete redesign of the North Satellite: adding 8 new gates, implementing new special systems and tenant technology support. All while continuing operations in the North Satellite and accommodating the airport's anticipated 7% growth in operations ~ $522M

2) International Arrivals Facility – use of progressive-design-build methodology to construct a new international passenger processing facility ~ $608M project.

3) Baggage Optimization – complete redesign of the airport's baggage system; consolidating six separate systems into one integrated system incorporating new CTX technology ~ $320M

In regards to Information Technology at your Airport

✈ What are three **upcoming projects** at your airport?

1) Wi-Fi Enhancements – complete the design for terminal and ramp Wi-Fi in 2015 and begin construction on two concourses and one satellite ~ $9.8M project

2) Parking Revenue Control System Replacement – select a vendor and begin the replacement of our parking revenue control system ~ $5.5M project

3) Foreign Object Detection (FOD) System – reconstruction of our center runway 16C includes the introduction of both LED lighting and an automated FOD system ~ $4.8M project

✈ Please share any upcoming IT related RFPs or RFQs:

– 1. Web-based pre-booking or parking reservation system

Israel Airport Authority

✈ **Your Contact Information**

Name: Michael Ruff

Title: Deputy Director General, Information Systems (in the Israel Airport Authority. Our main airport is Ben Gurion Inter. Airport)

Email Address: Michaelru@iaa.gov.il

In regards to Information Technology at your Airport

✈ What are the three **biggest challenges/issues** your airport is currently facing?

1) Increasing the capacity of the airport (passengers) without growing the infra-structure.

2) Digital communication with the passengers.

3) Cutting down operation costs of the airport through optimization.

<u>In regards to Information Technology at your Airport</u>

✈   What are three **upcoming projects** at your airport?

1) Passenger's and staff applications

2) ERP (finance and procurement)

3) Command and Control system to manage crises at the airport

4) Data fusion for our security control room (from different kind of sensors. It reassembles "Smart city" projects)

✈   Please share any upcoming IT related RFPs or RFQs:

✈ **Your Contact Information**

Name: David James

Title: Director Information Technology Services

Email Address: djames@tampaairport.com

In regards to Information Technology at your Airport

✈ What are the three **biggest challenges/issues** your airport is currently facing?

1) IT security (including PCI compliance)

2) Major Capital Improvement projects (including new IT infrastructure)

3) Transforming IT services – Mobile, Cloud and Airport Analytics

<u>In regards to Information Technology at your Airport</u>

✈   What are three **upcoming projects** at your airport?

1) Business Analytics

2) Parking

3) Common/Shared Use services (C/SUPPS)

✈   Please share any upcoming IT related RFPs or RFQs:

✈   Distributed Antenna System (DAS) – neutral host for cellular services

✈ **Your Contact Information**

Name: Balazs Csongradi

Title: Corporate Technology Lead Coordinator

Email Address: bcsongradi@yqr.ca

In regards to Information Technology at your Airport

✈ What are the three **biggest challenges/issues** your airport is currently facing?

1) Integration of segregated subsystems into a coherent, standardized network infrastructure

2) PCI Compliancy in terms of Common-Use

3) IT resource-allocation, what is the best personnel structure for an airport our size (hiring / outsourcing)

In regards to Information Technology at your Airport

✈ What are three **upcoming projects** at your airport?

1) PA System upgrade

2) Cloud Assessment and DR upgrade

3) Data storage consolidation and standardization (AODB, SharePoint, File Shares)

✈ Please share any upcoming IT related RFPs or RFQs:
- VoIP implementation
- Rugged network equipment
- DR upgrade
- PA System upgrade

✈ **Your Contact Information**

Name: Bernard Simard

Title: Chief operation & support

Email Address: Bernard.Simard@admtl.com

In regards to Information Technology at your Airport

✈ What are the three **biggest challenges/issues** your airport is currently facing?

1) Significant increase in connecting passenger – optimize process and fluidity

2) Reaching maximum capacity in baggage room – Major automation and construction work underway

3) Maintain service level despite budget/staff reductions from border agencies – increase automation and use of technology (ABC, APC…)

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Aéroports de Montréal

In regards to Information Technology at your Airport

✈   What are three **upcoming projects** at your airport?

1) AMS

2) Digital strategy

3) Expansion of high availability strategy

✈   RFI done for AMS

GTAA-Toronto Pearson (YYZ)

Name: Mohsin Zia

Title: Manager ICT Operations

Email Address: Mohsin.Zia@Gtaa.com

In regards to Information Technology at your Airport

✈ What are the three **biggest challenges/issues** your airport is currently facing?

1) Asset Lifecycle (Applications and Hardware)

2) Emerging Technologies (Cloud /Saas)

3) Airports collaboration for notification about major or regional host system outages

<u>In regards to Information Technology at your Airport</u>

✈ What are three **upcoming projects** at your airport?

1) Resource Management System (RMS)

2) Enterprise Asset Management

3) Security in Advance (SIA) and Terminal Renovations

✈ Please share any upcoming IT related RFPs or RFQs:

We have outsourced most if the IT services to single provider. That contract is coming to an end in mid 2016. Currently we are evaluating current state and engaged in procurement process for future IT state.